

## Chapter II - Instructional Services

<b>General Guidelines</b>	<p>Instructional Services (IS) provide a broad array of services to displaced homemakers. For Displaced Homemaker Centers these services must include <u>at least</u> 2 hours of individual advising, 56 hours of education and training covering all instructional components, and group support activities. For Displaced Homemaker Programs of Service and Mini-Programs, these services must include at least 6 hours of education and training addressing one or more instructional components and 2 hours of individual advising and group support activities.</p> <p>IS should help participants reach the DHP Goals and Student Learning Outcomes. Typically, they are provided through structured group activities and classroom instruction. IS should be designed to meet the needs unique to displaced homemakers.</p>
<b>Individual Advising</b>	<p>Individual advising sessions are one-on-one meetings between staff and displaced homemakers. These sessions typically occur during intake and exit interviews, but may include other sessions as well.</p>
<b>Group Support</b>	<p>Group support activities enable displaced homemakers to network and share information with other displaced homemakers. Group support may be provided as a separate offering or incorporated in IS. Examples of group support include weekly support group meetings, topical workshops, weekly job clubs, etc. for current and former IS clients.</p>
<b>Education and Training</b>	<p>Education and training activities should be based on the following eight instructional components:</p> <ul style="list-style-type: none"><li>– Job Counseling</li><li>– Education and Referral</li><li>– Job Placement</li><li>– Job Readiness and Essential Life Skills</li><li>– Health Counseling</li><li>– Financial Management</li><li>– Legal Counseling and Information</li><li>– General Outreach Activities</li></ul>
<b>Readiness to Participate</b>	<p>Individuals who approach the Displaced Homemaker Program to enroll in IS should be assessed for their readiness to participate. For example, individuals should have basic needs stabilized and have the ability to regularly attend and participate in a classroom setting. On occasion, an individual may benefit from being referred to other services first, later returning to enroll in DHP IS.</p>
<b>Participant Expectations</b>	<p>Individuals who enroll in IS should be made aware of the expectations for their participation. These expectations may be</p>

identified during the intake session, or on the first day of class, and might include:

- A limited number of absences
- A required number of hours in attendance
- A certain level of in-class participation
- Completion of homework assignments, etc.

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### **Collection of Social Security Numbers**

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DHP Contractors are required to collect social security numbers on the DHP Intake Form for research purposes. If individuals will not disclose their social security number, the contractor should leave the social security number space blank on the Intake Form. The frequency of social security numbers missing from Intake Forms may be considered a compliance issue.

The Privacy Notice provided by the HECB must be displayed where all clients can read it, or handed to each client to read. The Privacy Notice outlines the HECB's policy for confidential collection and use of social security numbers.

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### **Counting as Enrolled in IS**

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In some instances DHP Contractors may or may not count all individuals enrolled in IS classes.

**You can count every individual** enrolled in IS classes if:

- The IS class is funded solely through the HECB grant and match dollars, and
- All individuals enrolled are eligible displaced homemakers or individuals in circumstances similar to eligible displaced homemakers' circumstances.

**You may not be able to count every individual** enrolled in IS classes if:

- The IS class is funded through blended sources of funds, and
- The blended sources of funds include targeted funding for populations other than displaced homemakers, and
- Those other individuals are enrolled in the IS class with displaced homemakers.

Contact HECB staff if you have blended IS classes and have questions about who can and cannot be reported as enrolled under the HECB DHP contract.

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### **IS Enrollment Priorities**

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#### **Eligible Displaced Homemakers**

First priority for IS services provided under the DHP contract should be given to eligible displaced homemakers. In addition, a majority of those served through IS must be eligible displaced homemakers as defined in the DHP Act. The DHP Act defines a displaced homemaker as an individual who:

- has worked in the home for ten or more years providing unsalaried household services for family members on a full-time basis;

- is not gainfully employed (Exhibit A);
- needs assistance in securing gainful employment;
- and meets one of the following criteria:
  - (1) has been dependent on the income of another family member but is no longer supported by that income; or
  - (2) has been dependent on federal assistance but is no longer eligible for that assistance; or is supported as the parent of children who are within two years of reaching 18 years of age, at which time public assistance or spousal support will cease.

**Serving Others in  
Similar Circumstances**

Additional information about determining eligibility is included in the Client Forms and Intake Form section, of this handbook.

Other persons (who are not determined eligible) may be served under a contract if such assistance will not interfere with services provided to displaced homemakers, and other persons are in circumstances similar to eligible displaced homemakers' circumstances. These individuals should represent less than 25% of the total served through IS.

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**Graduation Criteria**

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Specific criteria should be used in determining whether IS participants have successfully completed, and graduated from IS. The criteria should reflect the criteria included in the DHP Application for Funding. Criteria may include:

- Expectations for Participants (as outlined above);
- Attended at least 80% of the total hours available through IS;
- Demonstrated increased self esteem and optimism;
- Completed a resume,
- Completed a practice interview.

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**Graduation  
Ceremony/Certificates**

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Completion of each IS class should be celebrated with a graduation ceremony. Some ideas for graduation activities include:

- Potlucks
- Inviting family members and IS “friends”
- Refreshments (can be purchased through the DHP contract)
- Graduate speeches
- Certificates of Completion (State certificates available from HECB staff)

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**Repeating IS**

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Clients may be allowed to repeat their enrollment in IS, based on their individual circumstance.

Individuals who enroll in an IS class, and do not successfully graduate (as identified on the Exit Form) may re-enroll and pursue successful completion.

- Individuals who enroll in an IS class, and are considered a graduate, should not be allowed to re-enroll in IS unless their circumstances warrant. For example, as IS graduate may need additional help in finalizing a resume and practicing job interviews.

An IS graduate may need to repeat IS in its entirety due to a death in the family that left the individual in transition, again needing to become self-sufficient. In either of these cases, the individual should be considered last priority for enrollment, and should not be counted in enrollment figures reported to the HECB.